

Codes: % of MetroCall 311 Entries Not Resolved

Measurement method:

The percent of work requests driven by citizen complaints that are not resolved

Why measure?

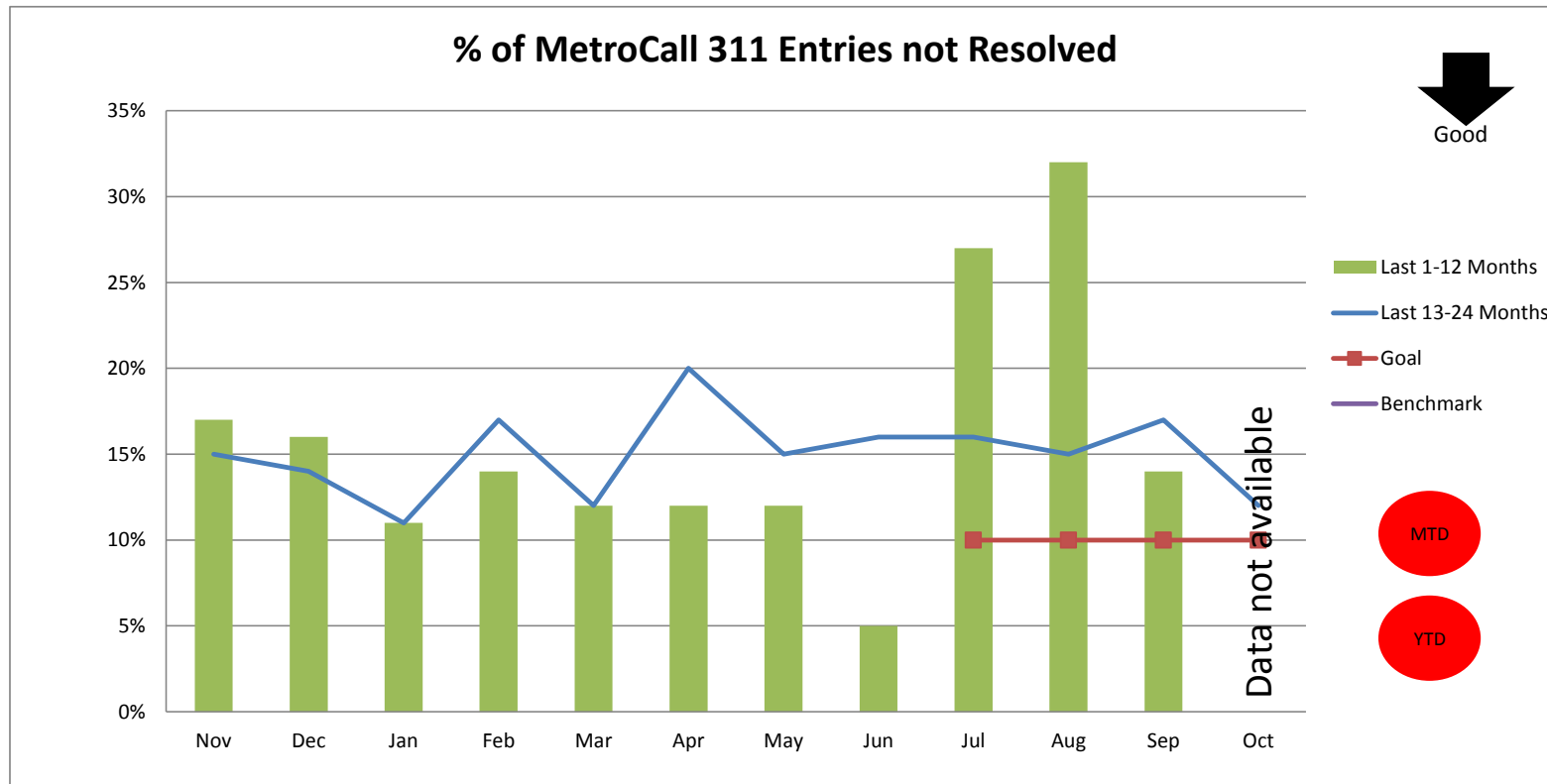
To see how well Codes & Regulations is meeting citizen needs

What is our goal?

Reduce the % of MetroCall 311 entries not resolved

How are we doing?

YTD Goal = < 10%; YTD Average = 16%; MTD = 14% (in September)



	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Average	Median	Standard Deviation	Totals
Last 13-24 mos.	15%	14%	11%	17%	12%	20%	15%	16%	16%	15%	17%	12%	15%	15%	3%	N/A
Last 1-12 mos.	17%	16%	11%	14%	12%	12%	12%	5%	27%	32%	14%	X	16%	14%	8%	N/A